

August 6 2002

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service.

I have been using the CapTel at work, and it has made a major impact on my ability to perform my professional duties. I received the CapTel as I am participating in a trial for Federal employees. As a Civil Rights Manager, I often deal with confidential matters, and many employees would rather just pick up the phone and talk with someone, than make an effort to see someone in person. With over 250 permanent employees and over 100 temporary employees, it is imperative that I be available to talk about non-discrimination and work environment concerns. One advantage of CapTel is the third party is never obvious, and it is a wonderful means of communicating with employees, colleagues, friends, family, and others. I am extremely pleased with the opportunity to make telephone calls and not subject to lengthy relay calls. In the past, I did not make very many VCO calls due to not being able to hear the person at the other end of the line. It is extremely annoying to hear TTY tones! My eight-year-old hearing son has never been comfortable with the relay and has repeatedly hung up whenever I call home on the relay. When I first called him at home, using the CapTel, he hung up because he didn't hear anything. Later, I explained to him how it works, and even brought him to my office so he could see how it works. I demonstrated a phone call for him by calling my husband, and my son got very excited and asked if I can get one for use at home! He feels more secure if he can talk with my husband, and all of us feel even better that our son can now have an opportunity to talk with me on the phone.

Those I have called have commented, "It's great to hear your voice", "wow, wow, wow!" "I miss talking with you; it's not the same using the relay", "I like this better than using a sign language interpreter". It is wonderful to hear other people laughing on the other end of the line, and others have said the same about hearing me laugh.

I would like to see CapTel become a permanent, full time service, as I doubt I will ever go back to using the relay. Needless to say, since I only have the CapTel at work, sometimes I find myself going back to the office in the evening or on a weekend just to make a CapTel phone call! I don't know how I can live without it as it makes a positive impact on how I deal with everyday issues and problems.

In closing, CapTel should be recognized by the FCC as a reimbursable TRS service.

Sincerely,

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